



**ARCADIAN GARDENS SURGERY  
PATIENT PARTICIPATION GROUP (PPG) MEETING**

<b>Date:</b>	10/03/2023
<b>Present on the Zoom call:</b>	
<b>Apologies:</b>	CC, OK.
<b>In Attendance:</b>	Staff: Dr Zohra Karim, Dr Perera Kosala, Nulufer Yildiran (Practice Manager) Patients: NK, TB, BR, LB, BL, TG.

<b>Agenda item</b>	
<b>1</b>	<p>Introduction To discuss the changes <i>What can the practice change or do differently?</i> <i>What would you like to see your Patients Participation Group doing?</i></p> <p>Nulufer (NY) introduced herself as the new practice manager and welcomed everyone.</p> <p>It was suggested that we should get rid of the table with paint on it. Putting living plants was suggested, but doctors informed us that infection control prevents this from happening. Instead, it was suggested that we create a section or notice board specifically for the community allotment with nice green colours and photos of changes taking place. NK is happy to do that.</p> <p>Dr. KP suggested that we will need someone to lead as chair and have a newsletter or some sort of forum, which can be decided during future meetings. These can be on rotation so that people don't feel overwhelmed and can use people's skills. We also have a Facebook page, and this can be a platform for people to comment and give feedback. It was suggested that we link our Facebook page to another website called Bowes and Bounds Park.</p> <p>Dr. ZK informed us that one of the difficulties the surgery has is bringing patients in for smear tests and breast screenings. Maybe these platforms can be used for that purpose as well. It was suggested that giving some statistics might be good, such as the number of patients who have had their smear test and the percentage caught on time as a result of early detection.</p> <p>It was suggested to put a notice on the wall to show the number of appointments missed and the number of phone calls we receive each day, and how these can impact our patients and raise awareness.</p> <p>Dr. ZK asked for suggestions about the care we provide and improvements we can make to our service. Some suggestions included consistency of information across the board when staff answer calls, dealing promptly with patients waiting in the waiting area, and improving email responses.</p> <p>NY suggested that staff should always deal with patients' queries first, even if they are doing important admin work. We will raise this during our next team meeting. Dr. ZK suggested that patients address emails specifically for her if they are urgent or for her attention.</p> <p>Dr. KP suggested that we look at the email response categories, such as follow-up or new problem, to improve the process. Everyone agreed that having specific information on the notice</p>

board would be helpful, and it was suggested that the PPG could get involved in arranging events to publicise screening and other health-related topics.

Ideas for events included bingo night, quiz night, and yard sales, which could be promoted on Facebook to get feedback from our patients.

It was also suggested that we ask the church for help.

Improving the car park by fixing the puddle and adjusting the disability ramp were also suggested.

Finally, a well-women day to talk about HRT, menopause, smear tests, and learning from other people's experiences was seen as valuable.

2 Next meeting date: 10<sup>th</sup> May 2023